IT PROJECT EVALUATION

Project Tracking No.: P-016-FY03-DPH

Return on Investment Program Funding Application (FY 2003 Request)

This is an electronic template. Please enter your responses on this document. Only electronic submittals of this template will be accepted. Proposals submitted after the designated due date may not receive funding consideration.
FINAL AUDIT REQUIRED: The Enterprise Quality Assurance Office of the Information Technology Department is required to perform a final project outcome audit, after implementation, for all Pooled Technology funded projects.

SECTION I: PROPOSAL

Date: 7/15/01

Agency Name: Board of Medical Examiners (BME), Nursing (BON), and Dental Examiners (BODE): (hereinafter Applicants)

Project Name: Online Licensing and Technology Upgrades (hereinafter Project)

Expenditure Name: Online Licensing and Technology Upgrades (hereinafter Project)

Agency Manager: Amy Van Maanen; Ella Mae Baird, Linda Pickering, coordinated through Ken Adrian ITD

Agency Manager Phone Number / E-mail: Ken Adrian 515-725-0367

Executive Sponsor (Agency Director or Designee): Ann Mowery; Lorinda Inman; Constance Price

Request For ROI Application Waiver:

Agencies are required to complete this funding application when requesting funds for any project, any IT expenditure costing over $100,000, or any non-routine IT expenditure. If you feel there is compelling reason to waive this requirement, please provide (in the box provided below) a brief description of the project or expenditure, the budget amount, and a rationale for the waiver request. Until a decision is made regarding your waiver request, it is not necessary to complete any other portion of this application. The ITD Enterprise Quality Assurance Office will convey waiver request decisions within five working days of receipt.

Explanation:

A. Project or Expenditure Rationale

Is this project or expenditure necessary for compliance with a Federal standard, initiative, or statute? ☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

Is this project or expenditure required by State statute? ☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: In the FY '00 legislative session the legislature passed HF 2205 detailing the mandate for state functions to be online by the year 2003.

Does this project or expenditure meet a health, safety or security requirement?
☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

Is this project or expenditure necessary for compliance with an enterprise technology standard?
☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: The overall Project will ensure the Applicants are in compliance with existing State enterprise standards for licensing, scanning, and storage of electronic medium as is dictated by the development of the ITD WELS program among other published standards. The proposed project will put Applicants in compliance of State of Iowa record maintenance mandates requiring the maintenance of licensee information to be retained for a period of up to 75 years.

Is this project or expenditure consistent with meeting the goals and objectives of the State's strategic plans?
☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: The Applicants will be meet the goals of Governor Vilsack to be 100% E by 2003 via the Project.

Is this a "research and development" project or expenditure? ☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

B. Project or Expenditure Summary

1. Provide a pre-project or pre-expenditure (before implementation) and a post-project or post-expenditure (after implementation) description of the impacted system or process. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response: See Attachment A. Insufficient room on application for answer.

2. Summarize the extent to which the project or expenditure improves customer service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response: The project will reduce the hassle factor to applicants for licensure by making application forms readily available and more easily processed by staff, thereby reducing the time it takes to get a license. Getting an applicant licensed faster means that the applicant is ready to provide care sooner to Iowa citizens. The project will enhance services when licensure, investigative and legal documents are scanned and saved on a server rather than paper storage; staff will be able to more quickly fulfill requests for information to other states or to attorneys or the public. The project will improve work processes in that it will reduce staff inputting application data into the database and it will put information at staffs' fingertips rather than in off-site storage facilities.

3. Identify the main project or expenditure stakeholders and summarize the extent to which each, especially citizens, is impacted. In particular, note if the project or expenditure helps reconnect Iowans to State government.

Response:

Data entry.

- Applicants for initial license, who will be able to take more control over their licensure process by being able to input data directly into the system.
- Applicants for renewal of an existing license can already perform this on-line. However, persons who must renew on paper, for instance, because they do not have a credit card available to them, will still have a more immediate response to their submitted renewal materials. Data entry errors will be decreased.
- Employers of nurses, physicians, etc. will suffer fewer scheduling disruptions as persons are able to obtain their licenses in a more timely manner.
- Iowa citizens will suffer fewer disruptions in caregiving because of fewer delays in obtaining licensure.
- Other state agencies could benefit from using the technology developed for this project.

Records Management.

- Licensees will receive a faster response to inquiries that require the initial records be checked. In most cases, these questions can be answered while the individual is still on the telephone, rather than requiring a call back after microfilm or stored records have been checked.
- Board of Nursing staff will spend less time preparing hard copy records for microfilming, and retrieving records from microfilm. BME will spend less time preparing and retrieving paper records for offsite storage.
- Other state licensing jurisdictions, other state agencies, other law enforcement agencies, and employers will have direct access to public records, or qualified access to confidential records.

Disciplinary Files.

- Direct access by the public, particularly by employers, to public information related to disciplinary action.
- Other law enforcement agencies and licensing jurisdictions will have direct access to records that may have a bearing on their own actions regarding an individual.
- Applicants will have quicker access to documents in order to respond to inquiries.
- The State of Iowa would recoup some of its technology investment by charging for retrieval of documents.

SECTION II: PROJECT ADMINISTRATION

A. Agency Information

1. Project Executive Sponsor Responsibilities: The sponsor must have the authority to ensure that adequate resources are available for the entire project, that there is commitment and support for the project, and that the organization will achieve successful project implementation.

Response: No response required.

2. Organization Skills:
   a. List the project management skills necessary for successful project implementation
   b. List the project management skills available within the agency
   c. List the source(s) of project management skills lacking within the agency
   d. Summarize relevant agency project management experience and results

Response:

a. Project Skills Necessary for Success
- Understanding of business reengineering
- Understanding of the Agency needs and current work processes
- Understanding of WELS system, SAN, Scanning Technologies, and Internet based application development
- Ability to work with staff and chosen solutions provider to manage expectations, communication, and project scope
- SING and IVR skills and experience

b. Project Management Skills Available in Agency
- Staff has detailed understanding of licensure and disciplinary processes
- Facilitation of staff and contractor interaction during analysis, development, testing and implementing

c. Sources of Lacking Project Management Skills
- It is expected the Agencies will work with ITD to utilize ITD staff or to choose an appropriate vendor

d. Relevant Agency Project Management Experience

- Implementation of IVR system with the assistance of ITD, ICN and chosen vendor
- IFMC implementation in 1999 of current database (Gail Beebe, et al.)
- SING expansion and integration, worked with ITD, (Gail Beebe, et al.)
- Implementation of CD server for the on-going storage and dissemination of board and other materials via CD replacing traditional paper distribution channels

B. Project Information

1. History:
   a. Is this project the first part of a future, larger project? If so, please explain.
   b. Is this project a continuation of a previously begun project? If so, please explain project history, current status, and results.

Response:
A.
The project is an extension of the ITD WELS project and is also part of the on-going effort to bring the Agencies up-to-date with established standards. The on-line applications will be new to BME and BODE, and the scanning/data storage will be a critical extension of WELS functionality not already available. The technology created here will further enhance the ability of the ITD to roll-out a robust licensing environment while meeting the Agency licensing needs. The project will also integrate enterprise techologies into a viable licensing solution.

B.
The project extends previous efforts of the Agencies through the WELS program, IVR, SING, CD storage and scanning efforts.

2. Expectations: Describe the primary purpose or reason for the project.

Response:
The primary reason for this project is to improve the customer service to the citizens that the Agencies can provide, compliance to ITD standards, and to streamline systems.

3. Measures: Describe the criteria that will be used to determine if the project is successful.

Response:
These are the criteria of success:
1. 50% of applications are submitted online within 6 months of the change in databases.
2. Online applications populate the new database as much as possible from the origination of the system.
3. Online renewals populate the new database as much as possible from the change in databases.
4. SING and IVR have no more than one day of downtime when the system is converted to the new database.
5. SING offers the data elements desired by subscribers within six months of the change in databases.
6. The server with better indexing and search capabilities is implemented by January 2003.
7. Electronic storage of legal records and licensure materials begins within 1 month of the upgraded server.
8. The database:
-is delivered by January 1, 2003;
-provides easier access to licensure and compliance data than the current system;
-includes the needed security so unauthorized staff and outsiders may not access certain data;
-allows staff to make a variety of changes without ITD involvement, e.g., fee changes;
-can be accessed by staff when out-of-town.

4. Environment: List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, etc.).

Response: The Board of Medical Examiners, Board of Dental Examiners, and Board of Nursing are the major project participants. The Iowa Hospital Association and other credentialling organizations will be consulted about the data elements to be made available through SING. The enhancements to WELS will also be available to other agencies for use in their licensing efforts.

5. Risk: Describe the project risks which may be internal or external to State government, i.e. implementing versus not implementing project, changing technology, potential cost overruns, changing citizen demand or need, etc.

Response:

Risks:

1. The risk of not implementing a new database is that IFMC will make the cost of changes to the system astronomical; the risk of implementing is that ITD could do the same thing. There is also a risk that ITD will be understaffed and not able to service the needs of a small, low priority agency, even when the agency has the funds.
2. A risk of implementing online services is that physicians may overwhelmingly refuse to use them.
3. A risk of implementing is the possibility that the work can't be done simultaneously. Major systems the office depends on will fail if the database is changed without all of the other changes that are needed simultaneously, e.g., IVR, SING, online renewals, online applications, and online address changes.
4. A risk of not implementing the server with enhanced storage and search capabilities is that the agency will have converted to scanned documents for future use but have no way to keep track of them or save them so that they are retrievable. A risk of implementing is that enterprise standards haven't been established and that new, better and cheaper technology will come along later.
5. There is no risk that licensing of physicians will stop.

6. Security / Data Integrity / Data Accuracy / Information Privacy
   a. List the security requirements of the project
   b. Describe how the security requirements will be integrated into the project and tested
   c. Describe what measures will be taken to insure data integrity, data accuracy and information privacy.

Response:

a.

-- Roles will be defined and incorporated into the application to ensure proper access to information. Authentication will be necessary to ensure the proper individuals can access these roles.

-- The application should communicate with all users via secure channel communications over the internet such as SSL.

b.

-- The project team will work with ITD's Information Security Office (ISO) to ensure that the proper enterprise standards are adhered to. The ISO will sign off on the project plan to provide a security audit trail.

c.

-- The project team will fall under ITD review of standards and the project plan and implementation will be audited for compliance.

7. Project Schedule

   Describe general time lines, resources, tasks, checkpoints, deliverables, responsible parties, etc.

Response:

a. timeline
January 1, 2003 -- Completion of Scanning and Storage into WELS system
January 1, 2003 -- IVR Changes
January 1, 2003 -- SING Enhancements
January 1, 2003 -- Conversion of BOME and BODE to WELS

b. resources
Project Managers (Solution Provider, ITD and Applicants)
Analyst (Solution Provider)
Java Programmers (Solution Provider)
Networking and Hosting Staff (ITD)
Scanning Integration Specialist (Solution Provider)

c. Tasks
In FY' 02 it is the task of Applicants to be analyzing workflow and prepare for FY '03 project

d. Checkpoints
Checkpoints will be set quarterly with ITD to update the project on the Pooled Tech Funding tracking system

e. Deliverables
-- Online application system. Online change of address system. Database. IVR and SING revisions making them compatible with the new database. Server and search system.

f. Reponsible Parties
-- Applicants - Responsible for providing guidance and input into the design of the project. Responsible for providing project management and support staff as needed. Responsible for sign-off and implementation at all stages of the project and implementation.
-- ITD - Responsible for providing guidance, support staff, and development staff if required for the development project plans and implementation of the project.

SECTION III: TECHNOLOGY (In written detail, describe the following)

A. Current Technology Environment

1. Software (Client Side / Server Side / Midrange / Mainframe):
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external

Response:

a. Application Software
-- Microsoft Office
-- IFMC proprietary licensing software
-- PC Anywhere

b. Operating System Software
-- Windows 98

c. Major Interfaces to Other Systems
-- IFAS
-- SING
-- IVR

2. Hardware (Client Side / Server Side / Mid-range / Mainframe):
   a. Platform, operating system
   b. Storage and physical environment
   c. Connectivity and bandwidth
   d. Logical and physical connectivity
   e. Major interfaces to other systems, both internal and external

Response:

All staff members have desktop or laptop computers with docking stations; board members have laptops. Each staff member has access to the State's mainframe for IFAS and to the Internet via a T1 line shared with three other Boards. The Board shares a database server (Gateway ARL7200) with the Board of Dental Examiners. The Board's mail server (Compaq computer) is shared with the Boards of Nursing and Dental Examiners. On-site staff are connected to a Compaq file server at 10/100. CD storage is occurring on a Disczerver.

B. Proposed Technology Environment

1. Software (Client Side / Server side / Mid-range / Mainframe)
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external
   d. General parameters if specific parameters are unknown or to be determined

Response:
a. Application Software
-- Microsoft Office
-- Browser Based WELS System

b. Operating System Software
-- Windows 98

c. Major Interfaces to Other Systems
-- ITD Payment Engine
-- -- IFAS
-- SING
-- IVR

2. Hardware (Client Side / Server Side / Mid-range / Mainframe)
   a. Platform, operating system
   b. Storage and physical environment
   c. Connectivity and Bandwidth
   d. Logical and physical connectivity
   e. Major interfaces to other systems, both internal and external
   f. General parameters if specific parameters are unknown or to be determined

Response:
a. Platform
-- WELS
-- -- AIX
-- -- WebSphere 3.5 - 4.0
-- -- JDK 1.22 - 1.3

b. Storage
-- Local Network (Novell)
-- SAN

c. Connectivity
-- Shared T1

d. Major Interfaces
-- WELS
-- ITD Payment Engine
-- -- IFAS
-- SING
-- IVR

C. Data Elements

If the project creates a new database, provide a description of the data elements.

Response:
The project will use the existing data elements transferred to WELS

SECTION IV: Financial Analysis

A. Budget: Enter figures and calculate (see formula below) Total Annual Prorated Cost (State Share).

$$\left[\left(\frac{Budget\ Amount}{Useful\ Life}\right)\times \%\ State\ Share\right]+\left(Annual\ Ongoing\ Cost\times \%\ State\ Share\right)=Annual\ \text{Pr}orated\ Cost$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff	$	1	%	$21295	100%	$21295
Software	$	4	%	$	%	$
Hardware	$10000	3	100%	$	%	$3,333
Training	$	4	%	$	%	$
Facilities	$	1	%	$	%	$
Professional Services	$350000	4	100%	$	100%	$87,500
ITD Services	$9540	4	100%	$	%	$2,385
Supplies, Maint, etc.	$	1	%	$19540	100%	$19540
Other (Specify)	$	1	%	$	%	$
Totals	$369540	-------	-------	$40,835	------	$134053

Transfer this amount to the ROI Financial Worksheet, item “D” on page 14.

B. Funding: Enter data or provide response as requested

1. This is (pick one):
   - ☒ A Pooled Technology Fund or Reengineering Fund Request
   - ☐ An Agency IT Expenditure or Budget Request (General Fund, Road Funds, etc)
   - ☐ Other – Specify:

2. On a fiscal year basis, enter the estimated cost by funding source?

	FY03		FY04		FY05	
	Cost ($)	% Total Cost	Cost ($)	% Total Cost	Cost ($)	% Total Cost
State General Fund	$	%	$	%	$	%
Pooled Tech. Fund	$369540	100%	$	%	$	%
Federal Funds	$	%	$	%	$	%
Local Gov. Funds	$	%	$	%	$	%
Grant or Private Funds	$	%	$	%	$	%
Other Funds (Specify)	$	%	$	%	$	%
Total Project Cost	$369540	100%	$	100%	$	100%

If applicable, summarize prior fiscal year funding experience for the project / expenditure.

Response:
-- IDPH Funded IVR in FY 00
-- ITD funded SING
-- BME paid $2000 for SING upgrades
-- BME CD server - $3000
-- ITD funding online renewals; and BME $22,000 for IFMC connections
--

1. On a fiscal year basis, how much of the total ($ amount and %) project / expenditure cost would be absorbed by your agency from normal operating budgets (all funding sources)?

Response:
After initial start-up fees, all on-going would be supported by the general fund. However, the Applicants are self-supporting and the Applicants will be seeking increased user-fees or legislative funding for the on-going support of the project.

2. Identify, list, and quantify all new annual ongoing (maintenance, staffing, etc.) related costs (State $s) that will be incurred after implementation or expenditure.

Response:
-- Hosting: $9540
-- Maintenance and Changes: $10,000
-- .5 FTE Advanced Typist: $21,295

C. ROI Financial Worksheet: Respond to the following and transfer data to the ROI Financial

Worksheet (see IVC11) as necessary:

1. Annual Pre-Project Cost – Quantify all actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation. This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Response:
The pre-project cost across the agencies in staff time for new licenses, license renewals, address changes and scanning is: $181,025

2. Annual Post-Project Cost – Quantify all estimated State government direct and indirect costs associated with activity, system or process after project implementation. This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response:
Post project costs are estimated at for the criteria used above at: $44,850.

3. State Government Benefit -- Subtract the total "Annual Post-Project Cost" from the total "Annual Pre-Project Cost." This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response:
$136,175

4. Citizen Benefit – Quantify the estimated annual value of the project to Iowa citizens**.** This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of $10 per hour for citizen time savings and $.325 per mile for travel cost savings.

Response:
Licensees will benefit from the ability to go to work 5 days faster than before due to the decreased processing time. This amount across the agencies ($50 per hour assumed) is expected to be $6,500,000

Expansion of the data available to subscribers via SING would be expected to save every hospital and clinic in the State as well as insurers. If we assisted at least one organization per new physician to credential a physician 15 days earlier and make $1,000 revenue per day sooner than currently occurs, organizations could benefit by $7,500,000 annually.

Total Citizen Benefit Addressed: $14,000,000

5. Opportunity Value/Risk or Loss Avoidance Benefit – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for

additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response: N/A

6. Total Annual Project Benefit -- Add the values of all annual benefit categories.

Response: $14,136,175

7. Total Annual Prorated Cost – It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related. Completing Section IV-A, Project Budget of the evaluation document will provide all the necessary information for this item.

Response: $134,053

8. Benefit / Cost Ratio – Divide the "Total Annual Project Benefit" by the "Total Annual Project Cost." If the resulting figure is greater than one (1.00), then the annual project benefits exceed the annual project cost. If the resulting figure is less than one (1.00), then the annual project benefits are less than the annual project cost.

Response: 105.5

9. ROI -- Subtract the "Total Annual Project Cost" from the "Total Annual Project Benefit" and divide by the amount of the requested State IT project funds.

Response: ($14,136,175 – 134,053) / 369,540 = 3,789%

10. Benefits Not Readily Quantifiable -- List the project benefits which are not readily quantifiable (i.e. IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.). Rate the importance of these benefits on a "1 – 10" basis, with "10" being of highest importance. Check the "Benefits Not Readily Quantifiable" box in the applicable row.

Response:
Decreased application time - 10
Improved customer service - 10

11. ROI Financial Worksheet

Annual Pre-Project Cost - How You Perform The Function(s) Now	
FTE Cost (salary plus benefits):	$15000
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$15000
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$151025
A. Total Annual Pre-Project Cost:	$181025
Annual Post-Project Cost – How You Propose to Perform the Function(s)	
FTE Cost:	$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$44850
B. Total Annual Post-Project Cost:	$44850
State Government Benefit (= A-B):	$136175
Annual Benefit Summary	
State Government Benefit:	$136175
Citizen Benefit:	$14,000,000
Opportunity Value or Risk/Loss Avoidance Benefit:	$0
C. Total Annual Project Benefit:	$14,136,175
D. Annual Prorated Cost (SECTION IV-A):	$134,053
Benefit / Cost Ratio: (C / D) =	105.5
Return On Investment (ROI): (C – D) / Requested Project Funds) x 100 =	**3,789%**
☒ **Benefits Not Readily Quantifiable**	

Section V: ITC Project Evaluation Criteria

Criteria and Location in Project Evaluation Document		Points
1.	Is the project a statutory requirement; legal requirement; federal or state mandate; health, safety or security requirement or issue; and/or required for compliance with the enterprise technology standards? **Location: Section I-A**	**15**
2.	Will the project improve customer service? **Location: Section I-B.2**	**15**
3.	Does the project have a direct impact on citizens? To what extent does the project help reconnect state government with Iowans? **Location: Section I-B.3**	**10**
4.	Does the project provide a sufficient tangible and/or intangible return on investment? Will it generate savings or income? **Location: Section IV-C**	**10**
5.	Does the project make use of information technology and its practical application in reengineering traditional government processes consistent with the goals and objectives of the state's strategic plans? **Location: Section I-B.1**	**10**
6.	Risk: What are the risks associated with the project? Such risks may include those internal and external to state government, the risk of doing a project, the risk of not doing a project, and the risks associated with changing technologies, potential cost overruns, and changing citizen demands and needs. **Location: Section II-B.5**	**10**
7.	Is this funding required to continue a project that was begun prior to the year funding is being requested for and does it have proven past performance? Is the funding part of a multi-year strategy? **Location: Section II-B1, IVB2**	**10**
8.	Will the project be for only one agency, multiple agencies, or the state government enterprise? **Location: Section I-B3, IIB4**	**10**
9.	Has the applicant maximized their own and other resources in the project? Is alternative funding unavailable for this project? (If no other funding available, project will not be completed without Pooled Technology funding) **Location: Section IV-B.2, IV-B.3**	**5**
10.	What is the credibility of the requester based on past performance on other projects? **Location: Section II-A.2.d**	**5**
	Total	**100**

ROI – Attachment A

The Project is divided into several components and each will have pre and post expenditure definitions:

Pre-Project Summaries

Licensing Database (BME and BODE only for Project)
The Agency databases were built by the Iowa Foundation for Medical Care (IFMC), who is not able to make the database work with ITD systems easily, graciously, and for a reasonable cost. The database carries licensure and compliance functions that interact with each other based on the licensee. IFMC charges an annual "maintenance fee" of $3,000; however, each change in the program requires additional costs. The licensure database is more well developed to suit staff needs than the compliance side of the database. The database needs revision to reduce unnecessary steps and save time.

Licensing Process (BME and BODE only for Project)
The Agencies currently requires an applicant for licensure to call or write for a paper application; staff mails the application; the applicant completes the paper application by handwriting or typing and then sends it with a personal check to the Board for processing. Staff receives and date stamps the application; records, deposits the check, and online the information into IFAS; passes the application to someone who opens a file on the applicant which includes the application and other required materials, online the applicant's data into a data base that doesn't meet enterprise standards (see below), orders background checks, does a cursory review to assure that the key information has been submitted, and notifies the applicant of missing information by e-mail, mail or telephone. When all materials appear to be in, staff conducts the first formal review that verifies the application information against the background checks and other corroborating materials. If everything is complete, the application is sent for a second formal review. If everything is not complete, the applicant is notified by e-mail, mail or telephone of the information needed to complete the review. The second review is a backup to the first review. If everything is complete and satisfactory, the staff issues the license. If it is incomplete the information is sought from the applicant by e-mail, mail or telephone. If irregularities are found on the application, e.g. criminal record, the application and materials are sent to the Board committee and later to the full Board for action. Once it's been determined to be okay to license, the current database provides needed information for printing licenses and certificates in-house. The license is then mailed to the applicant. Licensees who later want to change their address must submit the change in writing and staff enters the new information into the database.

Data Scanning/Record Storage
Hand entry of the documents is currently required into the current systems.

The Applicants currently utilize a variety of ways to coordinate record storage. These include filing paper copies on-site and offsite for long-term storage, CD server storage of board documents, and microfilm copy. The Applicants have record storage requirements for 60 years (BME and BODE) and 75 years (BON).

The CD's from BME licensure and other committees and Board meetings are saved on a server for further reference. (The server is running out of storage capacity and does not provide an easy method for indexing and searching. The server may not meet enterprise standards when those are established.)

Interaction With Other Systems
The Applicants' database currently interacts with and supports the IVR, SING and online renewals (BON and BME Aug 1). The IVR (interactive voice response) supports telephone verification of licensure status and the rest of the Board's phone tree. SING provides online verification of licensure status by subscription.

Post Project Summaries

Licensing Database
The Project will utilize the Web Enabled Licensing System (WELS) currently being rolled out for use by the Board of Nursing to re-engineer several of the Board's systems. Applicants for licensure will use a new secure website that meets ITD standards to apply for initial licensure. The applicant is expected to use a password to enter the system and submit most of the application online and print one page that would require signature, notarization and submission of a picture. The majority of the application and all of the demographic data will be entered online and will simultaneously populate a new ITD licensure/compliance database. The applicant will pay by credit card; payment will be credited to the Board's account on the IFAS system. When the application is received online, staff will use it online and note there the progress of the various reviews. Wherever possible communication with the applicant will be conducted via e-mail. Once it's been determined to be okay to license the applicant, the new database will provide needed information for printing licenses and certificates in-house. The license will then be

mailed to the applicant. Licensees who later want to change their address may make the change by entering the secure website with their password and making the change which automatically populates the Board's new database.

Data Scanning/Record and Data Storage
Through the WELS program, persons will be able to apply for initial licensure – both by examination and by endorsement from other jurisdictions – over the Internet. Paper applications received in-house will be in scannable format, so that the same data fields that are being entered on-line can be scanned into the database as the mail is opened. License renewal applications that are received in hard copy will be in scannable format, so that the same information that is now collected on-line can be scanned into the database, without intervening data entry.

Staff will scan applications, including corraborating materials, for storage on the new server/search system for ready access over an applicant's career. Paper applications will be destroyed. Likewise, compliance staff will scan investigative information and legal documents for storage on the server. Paper information will be sent to long term storage or destroyed.

Where necessary, the initial applications received on-line, as well as the initial licensure data scanned into the system, must be converted to a format that can be retained on microfilm to meet the legal requirement to retain records for up to 75 years, and the requirements of the Department of Records Management. This must be accomplished without interim conversion of the electronic files into hard copy. Official transcripts from the applicant's school of nursing are part of the permanent record that the law requires to be retained for 75 years. These need to be electronically accessible to staff, but a backup also need to be stored on microfilm to meet the requirements of Records Management.

Paper verification forms from other licensing jurisdictions, and screen prints from Nursys, will be scanned into the system as a graphic image linked to the licensure record so that it is available electronically to staff, and with a stored backup on microfilm to meet the requirements of Records Management. There will be the capacity to scan in miscellaneous information as needed, so that it is linked to the database record and retrievable through the database.

Records that currently exist in microfilm jackets, must be converted, in whole or in part, to the new system, for consistent operation. This could be done on an "as we go" basis, by adding the documents as the microfilm records are accessed; we could go back a specific period of time (1990? 1980?); or we could convert all of them. The existing microfilm backup tapes would still exist, so the jackets could be destroyed.

Where the BME is currently utilizing CD's for distribution of information of licensure and other committees and the Board meetings will be stored for future reference on a server that meets enterprise standards and that has improved storage, indexing and search capacities. Staff will scan applications, including corraborating materials, for storage on the new server/search system for ready access over a physician's or acupuncturist's career. Paper applications will be destroyed. Likewise, compliance staff will scan investigative information and legal documents for storage on the server. Paper information will be sent to long term storage or destroyed.

Database Interaction With Other Systems

Where applicable, the new licensing database will support the IVR, SING, online renewals, and online applications and address changes at the time the new database goes online. This will be an optimum time to expand SING to provide more verification data to customers who are asking for it and are willing to pay for it.